

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

ORIGINAL

Lightyear Network Solutions, LLC  
Application for a Certificate of  
Prepaid Calling Service Provider  
Authority in the Entire State of Illinois  
(File this application via e-docket, or if unable to do so, file one original verified application  
with the Chief Clerk.)

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Docket No.

07-0479

ICC Office Use Only

**APPLICATION FOR CERTIFICATE TO OBTAIN A  
"CERTIFICATE OF PREPAID CALLING SERVICE PROVIDER AUTHORITY"**

**GENERAL**

- Applicants Name (including d/b/a, if any)**  
Lightyear Network Solutions, LLC  
1901 Eastpoint Parkway  
Louisville, KY 40223  
Phone: 502-410-1531  
Fax: 502-515-4138  
Toll-Free: 800-805-8383 Ext. 1019  
FEIN # 38-3693425

Please complete the following with respect to the Applicant and Underlying Carrier:

- Please provide the Applicant's toll-free customer service number.**

Customer Service Number for Prepaid Calling Card: 866-614-8647

- In what area or areas of the state does the Applicant propose to provide service?**

Lightyear Network Solutions, LLC proposes to offer its services statewide throughout Illinois.

- Please attach a sheet designating contact persons to work with Illinois Commerce Commission Staff on the following:**

**Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.**

- issues related to processing this application**

Robin Norton, Consultant to Lightyear Network Solutions, LLC  
Technologies Management, Inc.  
2600 Maitland Center Parkway, Suite 300  
Maitland, Florida 32751  
Phone: 407-740-3004  
Fax: 407-740-0613  
E-Mail: rnorton@tminc.com

CHIEF CLERK'S OFFICE

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ILLINOIS COMMERCE COMMISSION

**(b) Consumer issues**

Customer Service Center  
Lightyear Network Solutions, LLC  
1901 Eastpoint Parkway  
Louisville, KY 40223  
Toll-Free: 800-393-7300  
Fax: 502-254-2374  
E-Mail Customercare@lightyear.net

**(c) Customer service complaint resolution**

Lucy Alexander, Regulatory Affairs Supervisor  
Lightyear Network Solutions, LLC  
1901 Eastpoint Parkway  
Louisville, KY 40223  
Phone: 502-410-5386  
Fax: 502-515-4138  
E-Mail Lucy.alexander@lightyear.net

**(d) Technical and service quality issues and compliance with service quality standards and remedies**

Linda Hunt, Director of Legal & Regulatory Affairs  
Lightyear Network Solutions, LLC  
1901 Eastpoint Parkway  
Louisville, KY 40223  
Phone: 502-410-1531  
Fax: 502-515-4138  
E-Mail Linda.hunt@lightyear.net

**(e) "tariff" and pricing issues**

Linda Hunt, Director of Legal & Regulatory Affairs  
Lightyear Network Solutions, LLC  
1901 Eastpoint Parkway  
Louisville, KY 40223  
Phone: 502-410-1531  
Fax: 502-515-4138  
E-Mail Linda.hunt@lightyear.net

**(f) security/law enforcement**

Linda Hunt, Director of Legal & Regulatory Affairs  
Lightyear Network Solutions, LLC  
1901 Eastpoint Parkway  
Louisville, KY 40223  
Phone: 502-410-1531  
Fax: 502-515-4138  
E-Mail Linda.hunt@lightyear.net

5. **Please check type of organization**

<input type="checkbox"/>	Individual	<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership	Date Corporation was formed: November 20, 2003	
		In What State? Kentucky	
<input checked="" type="checkbox"/>	Other - LLC		

6. **Submit a copy of articles of incorporation or other organization documents, a copy of any contract with any underlying carrier(s) and a copy of certificate of authority to transact business in Illinois.**

The Articles of Organization and a copy of Lightyear's Secretary of State Certificate are attached as Exhibit I.

7. **List jurisdictions in which Applicant is offering service(s).**

Lightyear Network Solutions, LLC is a local and/or interexchange telecommunications service provider nationwide, except Alaska.

8. **Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?**

- ☐ Yes -  
☒ No

9. **Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?**

- ☐ Yes (please describe fully)  
☒ No

10. **Has Applicant provided service under any other name?**

- ☐ Yes (please provide list)  
☒ No

11. **Is the Applicant seeking an expedited application pursuant to Section 13-404.1(b)?**

- ☒ Yes - Lightyear Network Solutions, LLC. was certified by the ICC as a local and inter-exchange carrier by order issued February 19, 2004 in DN 03-0756.  
☐ No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested).

If YES, please provide the name of the underlying carrier(s) and the docket number of the underlying carrier(s) certification proceeding.

- |    |            |                             |
|----|------------|-----------------------------|
| 1. | Level 3:   | 97-0676                     |
| 2. | iBasis:    | International provider only |
| 3. | Teleglobe: | International provider only |

## MANAGERIAL

12. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in narrative form, resumes of key personnel, or a combination of these forms.

Please see Exhibit II for the Company's resumes of key personnel.

13. List officers or principals of Applicant.

The following individuals serve as officers and directors of Lightyear Network Solutions, LLC and may be reached through the Company's corporate headquarters at 1901 Eastpoint Parkway, Louisville, KY 40223.

Name	Title
J. Sherman Henderson III	President and Chief Executive Officer
John J. Greive	Vice President Regulatory Affairs and General Counsel; Secretary
Elaine G. Bush	Vice President of Finance
Josh Henderson	Vice President of Sales
David Corral	Vice President of Information Technology and Networks
Kevin Shady	Vice President of Operations

14. Does any officer of Applicant have an ownership or other interest in any other entity that has provided or is currently providing telecommunications services?

☐ Yes (is Yes, list entity.)  
☒ No

15. How does Applicant propose to handle service complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Customers may contact Lightyear's Customer Service Department directly to make inquiries or seek problem resolution. Lightyear provides a toll-free number on all debit cards for Customer inquiries. Lightyear responds to all complaints and inquiries promptly and makes reasonable investigations of all complaints. In addition, Lightyear's Customer Service representatives maintain state regulatory contact information on hand to provide to Customers.

16. Does Applicant currently maintain service quality standards?

■ Yes - As a toll service reseller, the Company relies on its facilities-based underlying carriers for the operation and maintenance of the network. The Company uses only reputable underlying carriers to ensure that high quality service is provided to customers. Consequently, the quality of service that Lightyear's customers receive will be at least equivalent to that provided by the underlying carrier(s). If a customer notifies the Company that a prepaid calling card does not work, the Company will issue a replacement card or refund upon return of the unused original card.

☐ No

If YES, please attach what those standards are, any credits that may be issued for failures and how customers are notified.

17. Will personnel be available at Applicant's business office during regular working hours to respond to customer inquiries about service or billing?

☒ Yes

☐ No

18. What telephone number(s) would a customer use to contact your company (other than the toll-free customer service number provided in response to question 1)?

Phone: 502-244-6666

19. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ Yes

☐ No

#### FINANCIAL

20. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Please see Exhibit III for the Company's financial information.

#### TECHNICAL

21. Does Applicant utilize its own equipment and/or facilities?

☐ Yes (if Yes, please list the equipment and/or facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)

☒ No (If No, which facility provider(s) services does the Applicant intend to use:

- |    |            |                             |
|----|------------|-----------------------------|
| 1. | Level 3:   | 97-0676                     |
| 2. | iBasis:    | International provider only |
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22. Please describe the nature of prepaid service to be provided (e.g., general service, location specific service, discounted rates for specific countries, etc.).

Lightyear Virtual VoIP Prepaid Calling Card Services (the "Card") allows Users to place calls from locations other than their normal place of business, or residence. The User dials either a local access number or a toll-free number, and an automated voice prompt will instruct the User to enter the card number. After validation of the card number, the automated voice prompt will


instruct the User to enter a 4-digit pin number. The voice prompt will inform the User of the dollar amount remaining on the card. After the User dials the number, the automated voice prompt will then announce the number of minutes remaining on the card based on the location of the number dialed. Other features and services can be accessed by pressing the "\*" key. With one minute remaining before the card expires, the User will hear an automated warning announcement. With 30 seconds remaining before the card expires the User will hear another automated warning announcement before the call is terminated. The Card is also available for interstate and international calling.

**23. Will technical personnel be available at all times to assist customers with service problems?**

- ☒ Yes  
☐ No

**24. Please attach a copy of the front and back of any prepaid calling cards Applicant currently sells.**

Please see Exhibit IV.

  
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Linda Hunt, Director of Legal & Regulatory Affairs

**VERIFICATION**

This application shall be verified under oath.

**OATH**

**STATE OF KENTUCKY**


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**COUNTY OF JEFFERSON**

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Linda Hunt, makes oath and says that she is the Director of Legal & Regulatory Affairs of Lightyear Network Solutions, LLC; that she has examined the foregoing application and that to the best of her knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

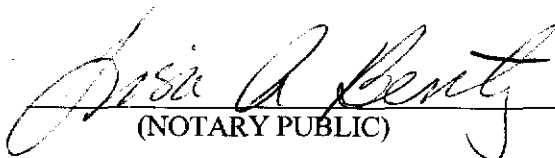


Linda Hunt, Director of Legal & Regulatory Affairs  
Lightyear Network Solutions, LLC

9-10-07

Date:

Subscribed and sworn before me this 10<sup>th</sup> day of September 2007.

  
(NOTARY PUBLIC)

My Commission  
expires on:

Sept 19, 2010